



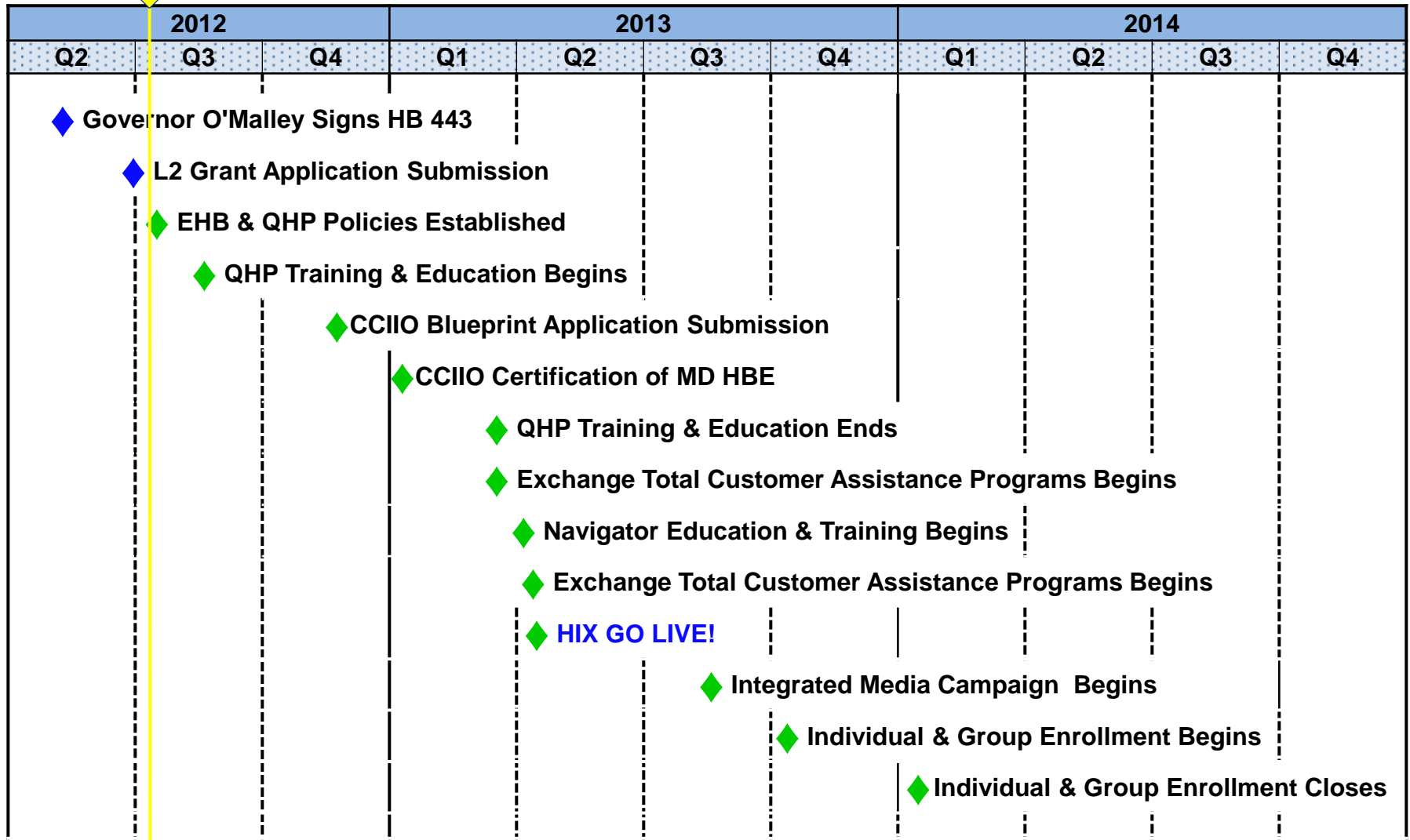
MARYLAND HEALTH BENEFIT EXCHANGE (EXCHANGE)

Affordable Care Act (ACA) Healthcare Reform Project Project Status Summary

August 14, 2012

Key Milestones

-  Current position
  Achieved milestone
  Projected milestone
  Missed milestone



Status Summary

 Current position	 Achieved milestone
 Projected milestone	 Missed milestone

2012 Calendar Year														
Q2										Q3				
Jun				Jul				Aug			Sep			
				◆ L2 Grant Application Submission					◆ L2 Grant Award			◆ EHB & QHP Policies	◆	
												◆ Blueprint App. Submission		
Core Area		Category		Status		Crucial Challenges / Risks					Mitigation Activities			
10. SHOP	Requirements		G		N/A					N/A				
	Implementation Planning		G		N/A					N/A				
	SHOP-specific Design		G		N/A					N/A				
	Core RAD		G		N/A					N/A				
	Federal RAD		G		N/A					N/A				
	State-specific RAD		G		N/A					N/A				
	Unit & Integration Testing		G		N/A					N/A				
	Certification & Accreditation		G		N/A					N/A				
	Operational Readiness		G		N/A					N/A				
	IV&V		Y		No IV&V contractor onboard					IV&V RFP Issued				

R Re-planning required **Y** Late but recoverable **V** At-risk awaiting decisions **G** No Major Issues

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Core Area	Category		Status	Crucial Challenges / Risks					Mitigation Activities		
11. IT HIX	Requirements		G	N/A					N/A		
	Implementation Planning		G	N/A					N/A		
	HIX Design		G	N/A					N/A		
	Core RAD		G	N/A					N/A		
	Federal RAD		G	N/A					N/A		
	State-specific RAD		G	N/A					N/A		
	Unit & Integration Testing		G	N/A					N/A		
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Key Policy Decisions

Summary Description	Owner	Notes
Premium Billing and Collections	HBE Team	Three major options exist for premium billing and collections. Determination of the desired option and the execution approach are required.
Dental and Vision Pricing Methodology		
Essential Health Benefits		
Sustainability Financing Plan		
Continuity of Care		
Naming and Branding of the Exchange		

Key Accomplishments

1 Governance

- ✓ Inaugural DHMH/Exchange “Policy Day” was held to discuss ownership/intersections of tasks
- ✓ Policy Director was hired and expected to start late August

2 Financial Management

- ✓ Level 2 Establishment Grant Application was submitted to CCIO
- ✓ Long-term Operating Budget (draft) was developed and presented to CCIO

3 Performance Management

- ✓ Performance measures were outlined for HIX and Business Operations

4 Operational Services & Support

- ✓ Fiscal Administrator was hired and scheduled to start early September

5 Budget Management

- ✓ Budget FYE 2012 was successfully closed out

6 Communications, Outreach, & Education

- ✓ SCOTUS communications strategy was developed and executed
- ✓ Communications, Outreach and Training Plan (2012-2014) has been developed
- ✓ Economic impact study by Hilltop Institute was released (press release)
- ✓ Brand creative and platform has been completed

Key Accomplishments

7 Customer Assistance Services & Support

- ✓ Draft regulations for Navigators & Insurance Producers were submitted for Advisory Committees feedback and posted for Public comment
- ✓ Navigator Program RFP process was completed--Manatt Health Solutions has been engaged to provide program development consultation
- ✓ Appeals and Grievances Program discussions occurred between agency leaders & counsel

8 Monitoring & Compliance Programs

- ✓ MOU with HEAU completed

9 Partner & Plan Management

- ✓ Plan Management policies were drafted for stakeholder consideration
- ✓ Six public Plan Management Advisory Committee meetings were completed
- ✓ Plan Management Summary Report of feedback was developed
- ✓ Exchange plan quality process was introduced to carriers during joint meetings with MHCC
- ✓ HGO and Senate Finance legislative committees were briefed on Plan Management policy

Key Accomplishments

10 SHOP

- ✓ Pre-contract planning work on SHOP functionality was started

11 HIX Planning & Implementation

- ✓ HIX Development Sprints 1 and 2 (of 8) related Phase 1A have been completed
- ✓ Approach to interface HIX and other State data sources, most notable MMIS & CARES, was approved by: DHR, DHMH, and HBE Leadership; Technical Stakeholders; and Business Partners
- ✓ HIX was successfully integrated with the Federal Data Services HUB in test environment. Basic verifications are now being processed
- ✓ CCIO Detail Design Review Tollgate has been completed
- ✓ IV&V RFP release and pre-bid conference were conducted

Pending Key Activities

1 Governance

- Collect Public Comment on proposed regulations for Call Center, Fraud Waste and Abuse, Framework, and Eligibility Verification

2 Financial Management

- Receive Cost Allocation Study
- Receive Financing the Exchange Study
- Support JFC Exchange Financing Recommendations & Report development
- Submit L2 Grant budget amendment
- Receive notification of L2 Grant award

3 Performance Management

- Refine System and Business Operation performance measures and metrics collection approach

4 Operational Services & Support

- Finalize lease for Exchange operations facilities
- Recruit critical Operations Staff - HR, Procurement and Deputy Director
- Develop Call Center Consultant RFP
- Procure Business Operations Consulting & Advisory Services

Pending Key Activities

5 Budget Management

- **Finalize HBE Budget forecasts through calendar year 2014**
- **Support approval of the HBE FY14 budget proposal**

6 Communications, Outreach, & Education

- **Finalize design of stakeholder website and content integration**
- **Launch new name and brand**
- **Announcement of Maryland's Level Two Award**
- **Launch Brand Platform with Internal Stakeholders**
- **Design and launch Microsite (HIX)**
- **Define marketing standards for carriers**
- **Release RFP for Advertising/Public Relations Agency**

7 Customer Assistance Services & Support

- **Ongoing Interagency discussions for the development of the Appeals and Grievances Program**
- **Draft regulations for Appeals & Grievances and Call Center**

Pending Key Activities

8 Monitoring & Compliance Programs

- Recruit and Hire Compliance Officer

9 Partner & Plan Management

- Finalize Plan Management Policy Recommendations

10 SHOP

- Award SHOP task order (with Board approval) and integrate activities into project plans
- Release SHOP Certification Program Summary for TPAs

11 HIX Planning & Implementation

- Work with CCIIO & Federal Data HUB Team to evaluate components of the HIX project that can be reused or scaled to support other States
- Conduct HIX demonstration for CCIIO & Exchange Blueprint Certification Evaluators
- Finalize contract for Phase 1B Task Order
- Develop global constituent portal strategy
- Develop Production Hosting RFP
- Select IV&V contractor and make award recommendation to the Exchange Board